

IN THE CLAIMS

Upon entry of the present amendment, the status of the claims will be as is shown below. The following listing of claims supersedes all previous versions and listings of pending claims.

A) 1. (Presently amended) A method for identifying and categorizing customer goals for contacting a service center comprising:

receiving a customer request;

performing ~~at least one of a verbal style analysis and~~ a predicate analysis on the customer's request to identify ~~one of a customer behavior and~~ a goal category for the customer, said predicate analysis comprising calculating conditional probabilities that relate the customer request to customer goal categories and comparing a maximum conditional probability, obtained from the calculated conditional probabilities, with a minimal set value for the corresponding customer goal category; and

assigning the customer request to a service center associated with the identified ~~one of customer behavior and~~ customer goal category.

Claims 2-24 (Canceled)

25. (New) The method according to claim 1, said predicate analysis further comprising:

mapping the customer request to the customer goal category related to the maximum conditional probability if the maximum conditional probability is equal to or greater than the

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minimal set value for the corresponding customer goal category.

26. (New) The method according to claim 1, said predicate analysis further comprising:

asking a clarifying question if the maximum conditional probability is less than the minimal set value for the corresponding customer goal category; and

subsequently performing another predicate analysis on the customer's request based on the answer to the clarifying question.

27. (New) The method according to claim 25, further comprising:

assigning the customer request to a service center associated with the mapped customer goal category.

28. (New) The method according to claim 1, further comprising:

asking a clarifying question to the customer when the conditional probabilities for the customer's request are all less than the minimum set values for the corresponding customer goal categories.

29. (New) The method according to claim 1, further comprising:

asking a clarifying question to said customer; and
performing a new predicate analysis when the clarifying question is asked to said customer, based on the customer's answer to the clarifying question.

30. (New) The method according claim 1, the method further comprising:

receiving the customer request via an interactive voice response system.

31. (New) The method according claim 1, the method further comprising:
receiving the customer request via an Internet connection.

32. (New) The method according claim 1, the method further comprising:
receiving the customer request via a telephone.

A¹ 33. (New) The method according to claim 1, the calculating conditional probabilities comprising calculating a score that indicates how well said customer request is matched to said respective goal categories.

34. (New) A method for identifying and categorizing customer goals for contacting a service center, the method comprising:

receiving a customer request;

performing a predicate analysis on the customer's request to identify a customer behavior, said predicate analysis being based upon key words used by said customer and specific types of words used by said customer;

categorizing the identified customer behavior into one of a plurality of behavioral groups; and

assigning the customer request to a service center associated with the categorized behavioral group.

35. (New) A method for identifying and categorizing customer goals for contacting a service center comprising:

receiving a customer request;

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performing a verbal style analysis on the customer's request to identify a customer behavior for the customer, said verbal style analysis including performing an analysis with respect to at least one of a number of words used, the types of words used, a duration of a comment, and a method of contact;

A' categorizing the customer behavior into one of a plurality of behavioral groups; and assigning the customer request to a service center associated with the identified customer behavior.

36. (New) The method according to claim 35, the method further comprising: receiving the customer request via an interactive voice response system.

37. (New) The method according claim 35, the method further comprising: received the customer request via an Internet connection.

38. (New) The method according claim 35, the method further comprising: receiving the customer request via telephone.
